

Bon Accord Care - Clashieknowe Care Home Service

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Type of inspection:
Unannounced

Completed on:
31 July 2025

Service provided by:
Bon Accord Care Limited

Service provider number:
SP2013012020

Service no:
CS2014329149

About the service

Clashieknowe is a registered care home provided by Bon Accord Care. The service is registered to provide care for a maximum of 20 adults at one time.

Clashieknowe provides intermediate (up to 12 weeks) reablement and rehabilitation care and support to adults who are residents of Aberdeen City. The service is located in the Bridge of Don area of Aberdeen. There are 19 individual flats at Clashieknowe; 18 one-bedroom flats, six of which are suitable for wheelchair users and one two-bedroom flat.

During the inspection there were 17 people staying at the service.

About the inspection

This was an unannounced inspection which took place on 28 and 29 July 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included, previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- met eight people using the service
- spoke with one family member
- spoke with seven members of staff and the management team
- received feedback from three staff by email
- received feedback from five external professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People were encouraged and enabled to regain daily living skills using a person-centred approach.
- Care and support was well planned and regularly reviewed. This meant that people's health and wellbeing needs were being met very well.
- People benefited from a service that was well led. There was a range of quality assurance processes in place that ensured the quality of the service.
- The staff team worked well together and staff felt supported and confident to carry out their role.
- People benefited from a well maintained, welcoming and clean environment.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People said they were happy with the care and support they received, describing staff as "friendly and helpful", and that "nothing was too much trouble". We observed warm, respectful interactions between staff and the people they supported. As a result, people were treated with dignity and felt respected.

The service adopted a reablement approach. This meant there was a strong emphasis on supporting people to regain their independence by enabling them to do things for themselves again, such as personal care, domestic tasks, and mobilising. One person told us staff encouraged them to do things themselves, which they appreciated, as it was helping them "to get better".

External professionals confirmed the effectiveness of the reablement approach. They said it supported "individuals to achieve their full potential, providing support where necessary" and that there was a "person-centred approach with a strong emphasis on rehabilitation".

Personal plans were regularly reviewed and updated. People's plans included a 'reablement care plan', person-centred goals and relevant risk assessments. As a result, people's care and support was delivered in a way that was responsive to their needs.

Staff understood people's needs. Effective procedures ensured staff were kept up to date. These included handovers, daily huddles and daily notes. Communication within the team was consistently strong which supported continuity of care.

People's health and wellbeing needs were met well. The service was responsive when people's needs changed, and they worked collaboratively with external professionals. People were supported to be in control of their health and wellbeing in line with their abilities and preferences. For example, one person said that staff had helped them contact the doctor's surgery to discuss their pain relief, which highlighted the service's commitment to supporting people to manage their own care.

Feedback from families and professionals confirmed the high quality of support provided. One family member described the service as "exceptionally good", praising staff for being supportive and communicative, which was particularly important to them as they lived further away. Professionals said the service was easy to communicate with and that staff were approachable and responsive when action was needed.

People could be confident that the service was proactive in reducing the risk of falls. All falls were recorded, and each person had an assessment, completed on admission, to identify and minimise risk factors. The service maintained relevant reports which demonstrated good oversight and where necessary, made onward referrals which ensured people received appropriate support.

Appropriate technology supported people's safety. People had access to a call system that enabled them to call for assistance when needed. People told us staff responded in a timely manner when they called. When additional technology, such as a falls pendant, was required, this was provided. This demonstrated a responsive and person-centred approach to managing risk and promoting independence.

The service placed strong emphasis on encouraging and enabling people to regain independence in managing their own medication. People were supported according to their needs and abilities. Procedures ensured people received the right medication at the right time, and included regular audits. This meant people could be confident that their medication needs were being managed well.

People's nutritional needs were being met well. Nutritional monitoring was in place, with people's weight regularly recorded. The Malnutrition Universal Screening Tool (MUST) was used as part of ongoing assessments. People had access to small kitchenettes within their flats, which supported personal food preparation and promoted independence. A communal kitchen was also available which provided access to additional equipment for people that wanted to use it. Staff were available to support people with food shopping and meal preparation when needed.

People could spend time with others in the communal areas or in their own flats. A timetable of scheduled activities was available for those who wished to join. Family and friends could visit freely, and people were encouraged to go out to local shops. This promoted independence and community engagement during their stay.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There was a stable staff team in place, supported by a pool of additional support staff to cover shifts when needed. Staffing levels consistently met people's needs, which meant they received support when they needed it.

People told us that staff were "first class" and "very helpful". External professionals said the staff team were professional and supportive, and that they interacted positively with the people they supported.

Staff worked well together and said they felt supported by their colleagues and the management team. Although some staff had not received formal supervision as regularly as outlined in the provider's procedures, we discussed this with the manager during the inspection and were confident that steps would be taken address this.

Regular meetings took place which meant that staff felt listened to and valued. These meetings included discussions about what was going well and what could be improved. This promoted a culture of continuous monitoring and improvement.

Clear arrangements were in place for staff to contact a manager when needed, including access to an on-call system. This ensured that staff could seek advice and support when a manager was not there.

A structured induction programme was in place for new staff and staff completed various training courses relevant to their roles. Staff told us that their induction and training prepared them for their role. This meant that staff had the knowledge and skills to carry out their role effectively and meet people's needs.

Safe recruitment procedures were followed. This meant that people could be confident that staff were recruited safely.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People benefited from a well-maintained, welcoming, clean and comfortable environment.

Clear, planned and documented arrangements were in place for the regular monitoring and maintenance of the environment and equipment. Staff received training on the safe use of equipment and infection control procedures. This meant people could be assured that the environment was safe and well maintained.

Each person had their own flat, which supported their wellbeing and respected their right to privacy. People told us they liked having their own flat, particularly if they had spent time in hospital before they had moved in, having their own space and a quieter environment was very much appreciated.

People could spend time in their flat or in the communal areas, which included a lounge and kitchen. An enclosed outdoor area with seating was also available. This meant that people had the choice to spend time on their own, or with others, which contributed positively to their wellbeing.

The service placed strong emphasis on infection control, with measures in place to reduce risks. Personal Protective Equipment (PPE) stations were located throughout the building, making them easily accessible. Cleaning schedules were in place, which ensured the building was clean. A laundry room was available for people to do their washing, with support from staff if needed. Processes were in place to minimise cross-contamination, which included the use of individual laundry trolleys and scheduled laundry times. These measures reflected a proactive and well-managed approach to maintaining health and safety within the service.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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